

# Public Trust: Customer Service and Public Engagement

## *Background Information (tear-off sheet for Citizen Councilors)*

### King County Resources

King County Customer Service Officers:

<http://www.kingcounty.gov/CustomerService/Officers.aspx>

Customer Service Contact – Office of the Executive: 206-263-9600

King County Council Meeting Agendas, Minutes and Videos:

<http://mkkclegisearch.kingcounty.gov/custom/king/calendar.htm>

King County Budget – Current and Previous Budgets, Process, Timeline

Council: <http://www.kingcounty.gov/council/budget.aspx>

Executive: <http://www.kingcounty.gov/operations/Budget.aspx>

King County Public Disclosure Procedure

<http://www.kingcounty.gov/operations/policies/aep/informationaep/inf1722aep.aspx>

### Recent King County Public Engagement Efforts

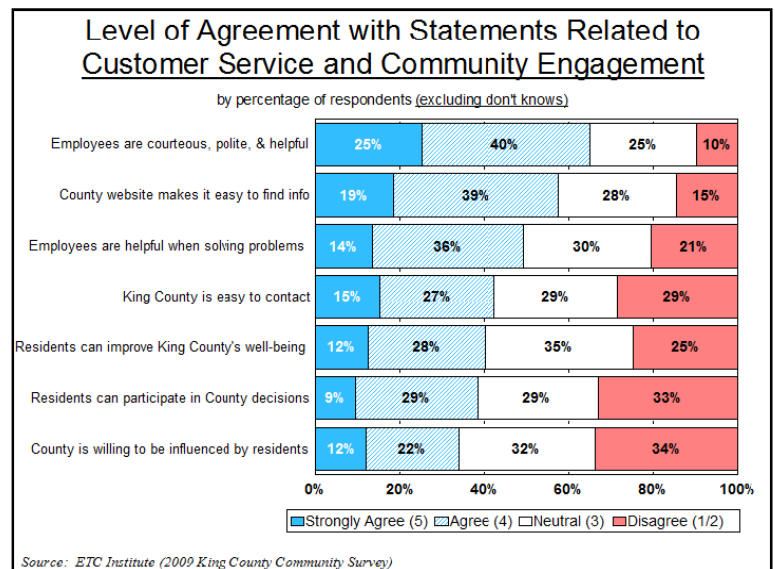
#### Budget:

The 2010 budget was adopted November 23, 2009 and was the culmination of seven weeks of deliberations and five public hearings (including in Bellevue, Kent and Redmond) that over 800 people attended. Previous budgets have gone through similar processes.

#### King County Strategic Plan:

Throughout 2009 King County collected input for its new Countywide Strategic Plan through a variety of ways, including:

- A countywide survey of residents about their satisfaction and service priorities, and how decisions should be made (*summary of responses on customer service and community engagement on the right*)
- Public workshops in four locations where residents shared their vision and priorities for the county
- A meeting with leadership for many of the county's 39 cities on how the county can better partner with and serve cities
- Workshops with communities that are frequently under-represented in more traditional outreach efforts
- Online survey
- Questions in the July 2009 round of the Countywide Community Forums



The Public Engagement Project on Community Control Measures for Pandemic Influenza Findings and Recommendations from Citizen and Stakeholder Deliberation Days – 2009:

Public Health - Seattle & King County (PHSKC) engaged the public to better understand their values and priorities regarding the delivery of medical services and how those services will be allocated during a severe pandemic influenza. The engagement process included input from 153 participants in four public engagement forums drawn from diverse citizens in the community and vested stakeholders. [http://vulnerablepopulationstoolkit.com/known/public\\_engagement](http://vulnerablepopulationstoolkit.com/known/public_engagement)

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## ***Other Public Engagement Resources***

**National Coalition for Dialogue and Deliberation Core (NCDD) Principles of Public Engagement:**

[www.tinyurl.com/NCDD-pep](http://www.tinyurl.com/NCDD-pep)

[www.tinyurl.com/NCDD-pepgraphic](http://www.tinyurl.com/NCDD-pepgraphic)

[www.tinyurl.com/NCDD-about](http://www.tinyurl.com/NCDD-about)

**International Association for Public Participation (IAP2) "Spectrum of Public Participation" PDF:**

[www.tinyurl.com/IAP2-spectrum](http://www.tinyurl.com/IAP2-spectrum)

[www.tinyurl.com/IAP2-corevalues](http://www.tinyurl.com/IAP2-corevalues)

**University of Washington's Center for Communication and Civic Engagement:**

[ccce.com.washington.edu/about/](http://ccce.com.washington.edu/about/)

**CityClub of Seattle:**

[www.SeattleCityClub.org/strategicplan](http://www.SeattleCityClub.org/strategicplan)

**League of Women Voters of Greater Seattle:**

[www.SeattleLWV.org/principles](http://www.SeattleLWV.org/principles)

**The Jefferson Center for New Democratic Processes:**

[www.Jefferson-Center.org](http://www.Jefferson-Center.org)